HEALTH AFFAIRS

TRICARE
Management
Activity

HIPAA Support Center
Update Session

November 2005

TMA Privacy Office

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It is intended solely for the use and information of the Military Health System.

HIPAA Support Center Update Session

Agenda

- Advantages of HIPAA Support Center Website
- Submitting a Help Desk Ticket
- Accessing the FAQ's
- Subject Matter Questions

Target Audience

- HIPAA Application Suite users that submit help desk tickets to the HIPAA Support Center

Objectives

- Upon completion of this lesson, you will be able to:
  - Access the new HIPAA Support Center Website
  - Submit a help desk ticket
    - Complete the New User Form
    - Complete the New Ticket Form
  - Access the FAQ's on the website
  - Direct questions to Privacy Mail

Advantages

- No “new user template” to send back
  - The new user form will be filled out during the first request from each email address
  - Will result in less user frustration
- Easier ticket submission
- Frequently Asked Questions (FAQ’s) documents will be located on the website for easy access

Accessing the HIPAA Support Center Website

- Emails will no longer be accepted at
  - hipaa[illegible]upp[illegible]rt@tma[illegible]sd.mil

- All requests must be made at:
  - www.hipaasupport.tricare.osd.mil

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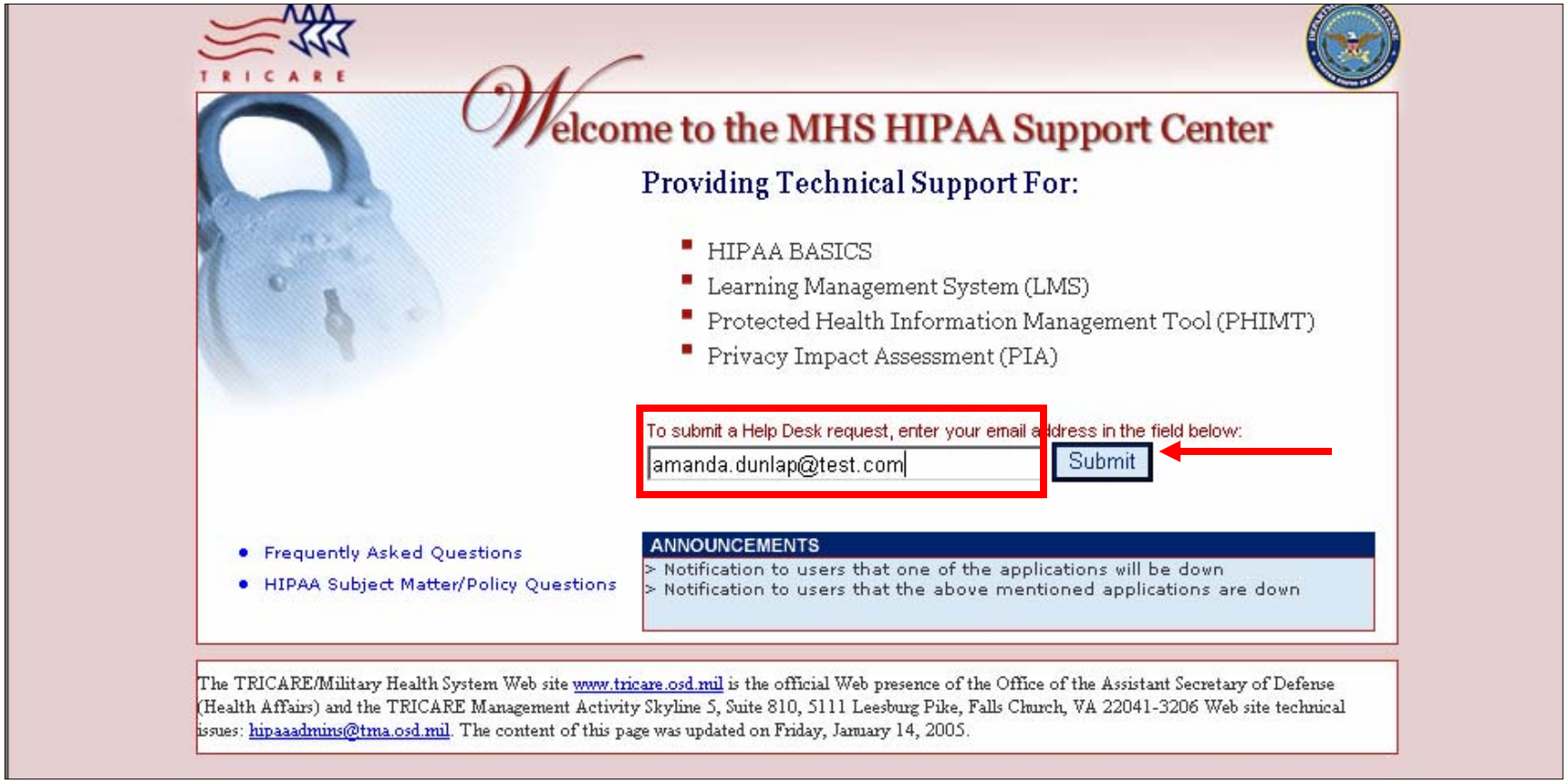
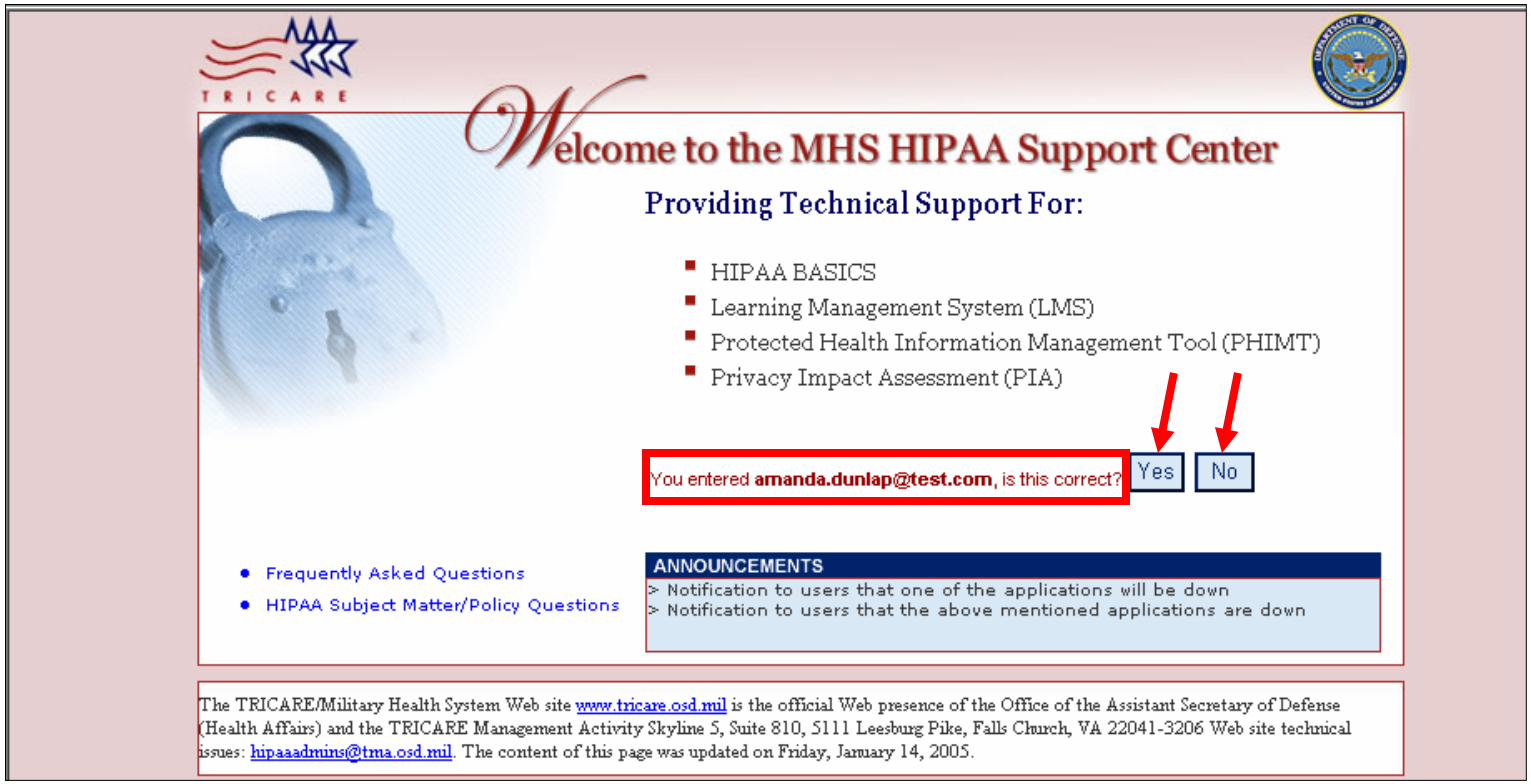
Submitting a Ticket (1 of 5)



1. Enter your email address.
2. Click the Submit button.

Submitting a Ticket (2 of 5)



3. Review the email address entered.
4. Click Yes, if the email address is correct.
5. Click, No if the email address is incorrect (you will be asked to enter your email address again).

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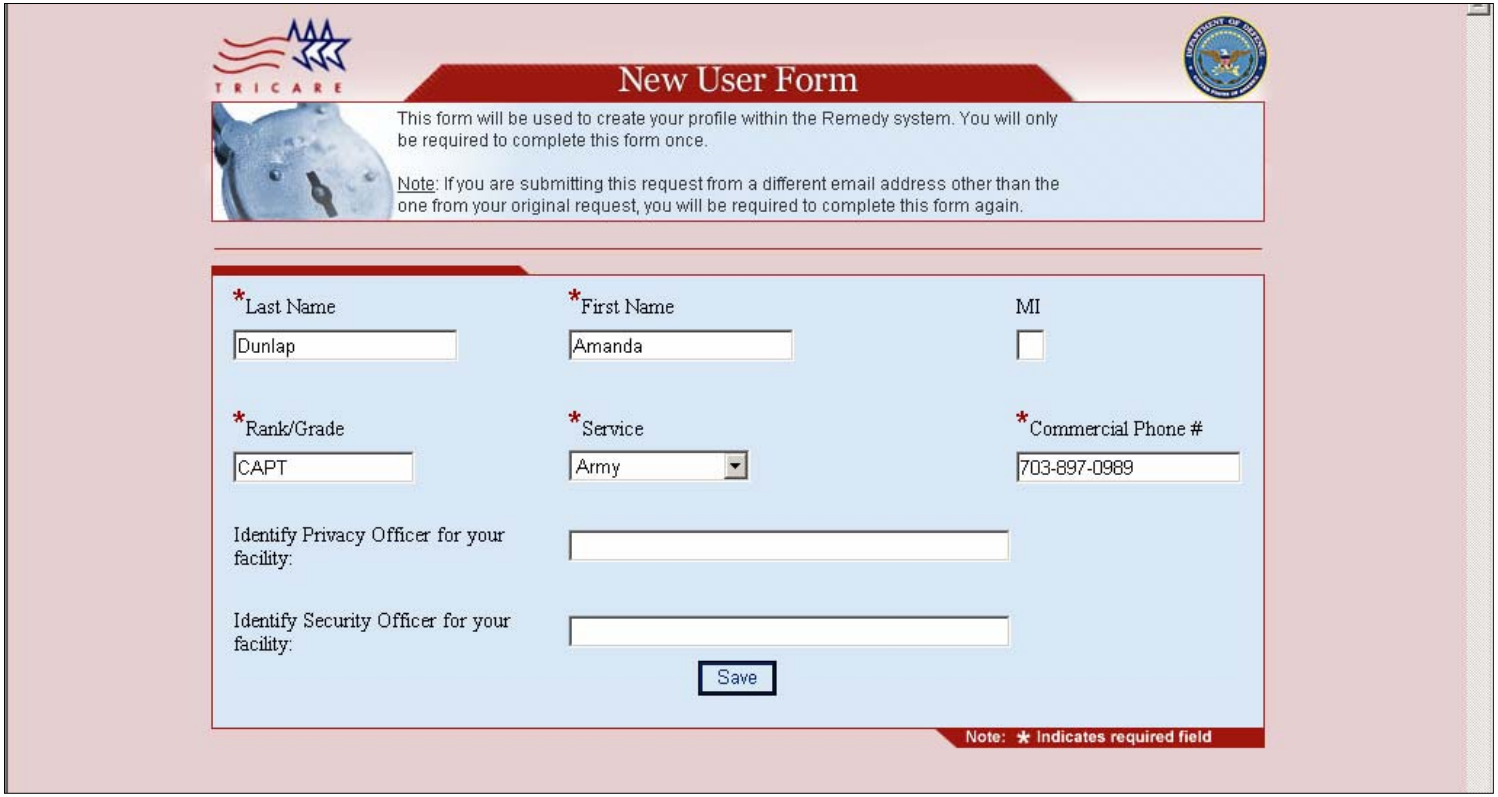
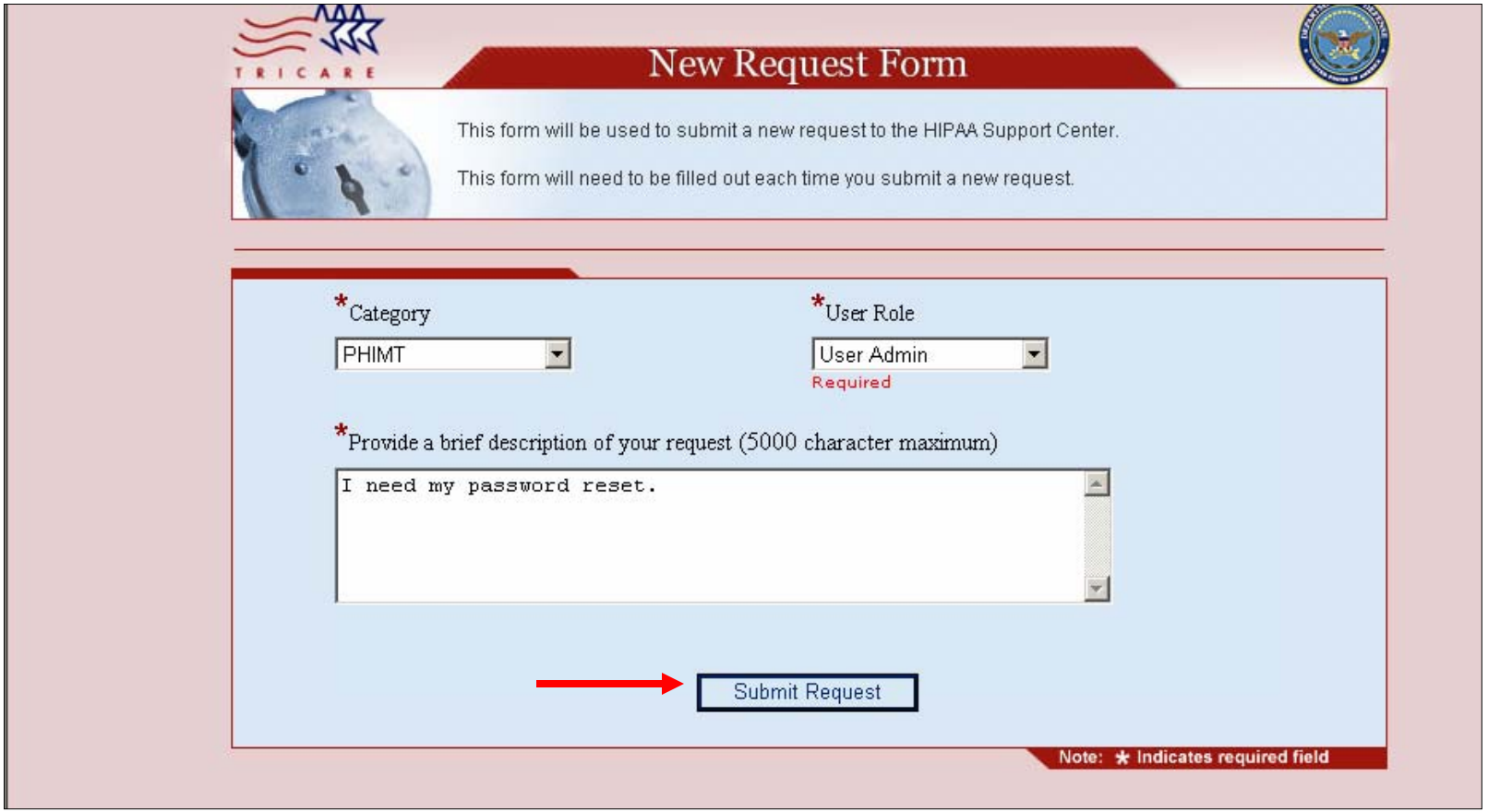
Submitting a Ticket (3 of 5)



6. Complete all required fields: Last Name, First Name, Rank/Grade, Service, Commercial Phone #.
7. Click Save.

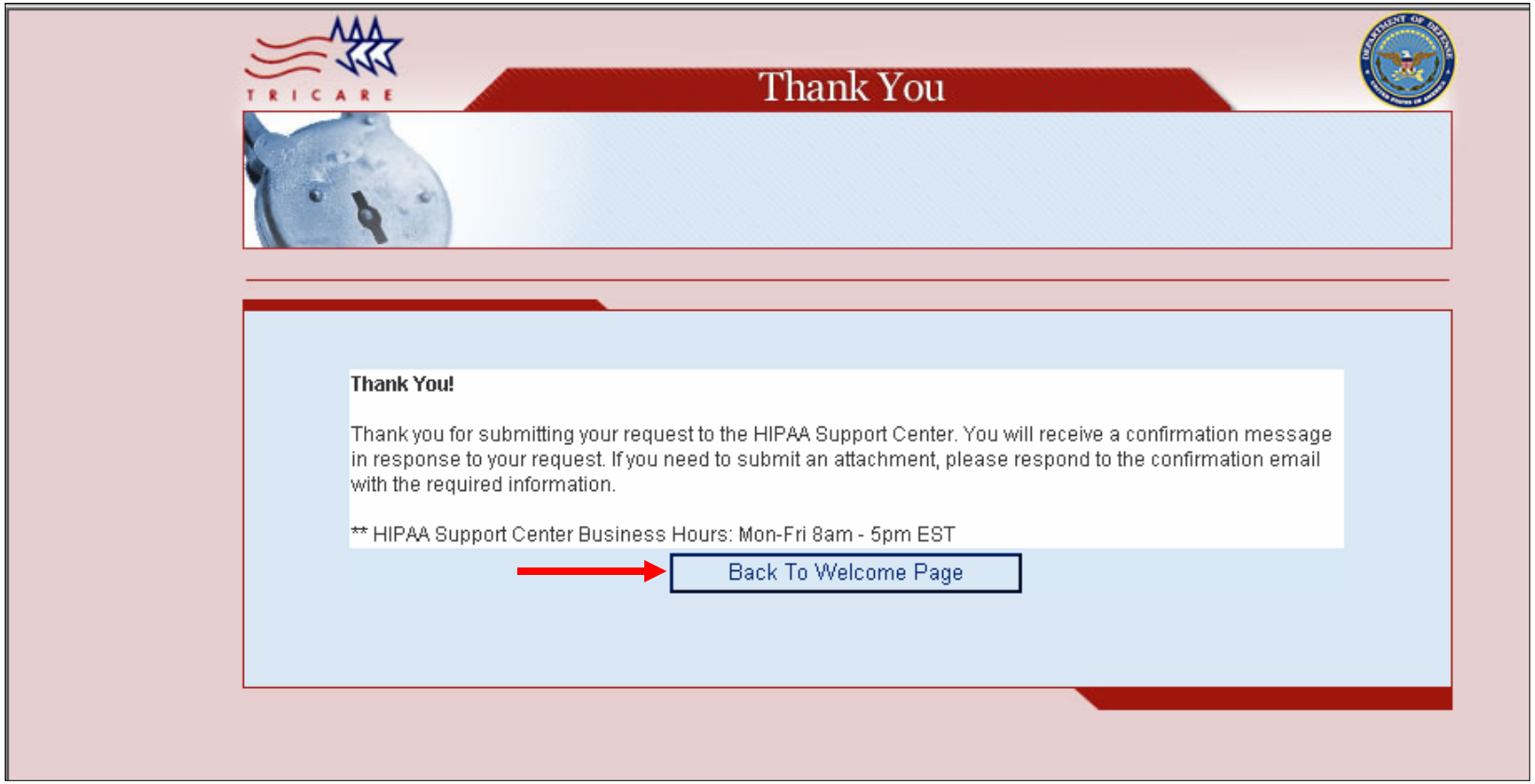
NOTE: This form will only need to be filled out once per email address.

Submitting a Ticket (4 of 5)



8. Complete Required Fields: Category, User Role, Description of Request.
9. Click Submit Request.

Submitting a Ticket (5 of 5)



- The confirmation page will display when your ticket has been successfully submitted.
- Click the Back to Welcome Page button to submit another ticket.

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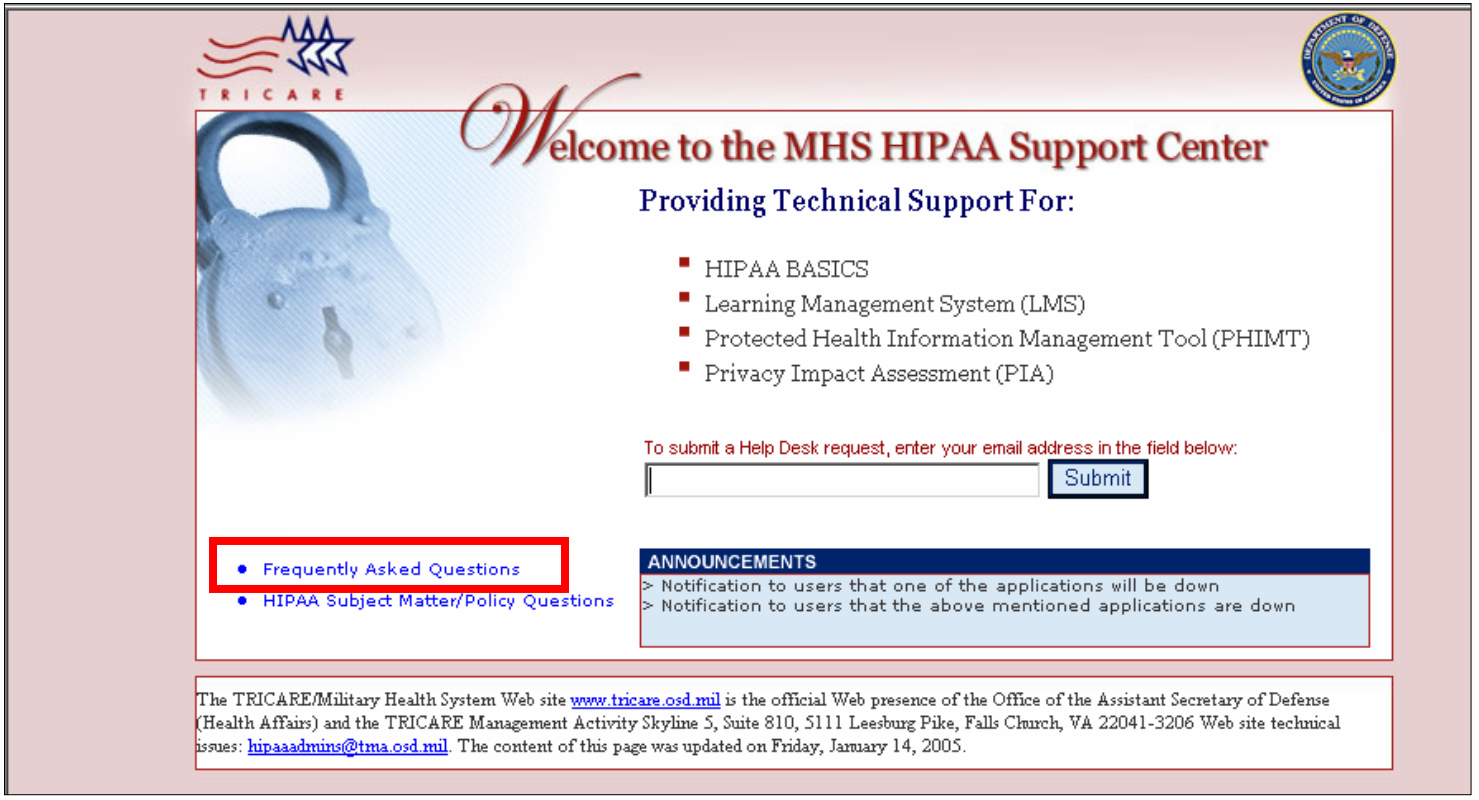
Accessing the FAQ's



- The Frequently Asked Questions link provides access to the FAQ's for each application.

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Subject Matter Questions

- All HIPAA Subject Matter questions, should be sent to privacymail@tma.osd.mil,
- The HIPAA Subject Matter/Policy Questions will provide a direct link to Privacy Mail.

Summary

- You should now be able to:
  - Access the new HIPAA Support Center Website
  - Submit a help desk ticket
    - Complete the New User Form
    - Complete the New Ticket Form
  - Access the FAQ's on the website
  - Direct questions to Privacy Mail

Resources

- DoD 6025.18-R, “DoD Health Information Privacy Regulation”, January 2003
- DoD 8580.X-R, DoD Health Information Security Regulation (Draft)
- www.tricare.osd.mil/tmaprivacy/HIPAA.cfm
- privacymail@tma.osd.mil for subject matter questions
- www.hipaasupport.tricare.osd.mil for tool related questions
- http://www.tricare.osd.mil/tmaprivacy/Mailing-List.cfm to subscribe to the TMA Privacy Office E-New
- Service HIPAA Privacy and Security Representatives